

Questions and Answers
Parking Access and Revenue Control System
RFP 15-10-15

1. Is it correct that this RFP references equipment for the Market Garage only?

A. Yes.

2. The RFP references that the 7 garages are linked in real time back to the PARK Roanoke office located at 117 Church Ave. Is it the intent to continue to have all garages linked in real time reporting back to 117 Church Ave?

A. Yes, but the RFP is for Market Garage only.

3. Is it the intent for surface lots to report in real time to the PARK Roanoke office?

A. Not at this time.

4. Will there always be cashiers in the Market Garage and other garages or is full automation the future goal?

A. The City is looking at a phased approach and will look at each deck on its own merits.

5. Going forward, how many garages will have cashiers?

A. The City is looking at a phased approach and will look at each deck on its own merits.

6. Is it the intent to continue to use operators at the garages/lots? If so, will all the garages use one operator or will the City of Roanoke handle the maintenance/operations?

A. Not applicable.

7. The RFP states that one full service pay on foot is requested for the Market Garage. Do you anticipate any more Pay on Foot Stations will be needed for other garages?

A. The possibility exists but is not part of this RFP.

8. We noticed there is no power other than street lights at the Elmwood Lot and the Market Lot? Will you be running the power as part of this project or do you expect awarded contract to run the power to the lots, phone/internet lines?

A. Other lots are not part of this RFP.

9. Do you have any expectations for the lots in regards to equipment? There are currently Honor Boxes at some of the lots. Is it the intent to add gates to the lots or pay by space/pay and display to ensure accurate revenue collection? Our recommendation be pay and display or pay by space due to open lots and lack of barriers.

A. The City currently has another RFP pending that seeks proposals for meter piloting in the City and the lots are part of that pilot.

10. Is it the intent to secure the perimeters of the surface lots?

A. Not applicable

11. If you do not intend to gate the lots, who will enforce the parking?

A. Not applicable.

12. Are there lot full signs already in place? Is it the intent to have a Lot Full Sign at every garage?

A. Yes, there are some signs in place, but they are not operational at this time.

13. In the Center Square Garage, it appears that the cashier is handling the payments and prepayment for the transient parkers and that they Ticket Dispenser is not being used. Will the cashier remain in place and will the Ticket Dispenser be used going forward or will this remain a prepay only garage?

A. This is only a pay on entry deck evenings and Saturdays.

14. Which garages offer monthly parking only?

A. Elmwood Park Garage

15. Are the garages open for transient/monthly parkers on Sundays? The RFP states all days/evening except Sundays.

A. All locations currently offer free parking on Sundays.

16. If the garages are open on Sundays for transient/monthly parkers, how do the parkers pay, enter/exit the garages, are the gates up or down? Example: What happens if a transient parker parks in the garage on a Friday and leaves on a Sunday and the gate is open? What happens to the revenue, ticket, etc?

A. Revenue is lost.

17. The RFP doesn't specify if the Market Garage will remain free to parkers from 9pm on weekdays, Saturday and all day Sunday. The assumption is that it will not. Please confirm.

A. Confirmed.

18. What type of proximity cards will be used or is it the intent to have the Offeror provide new proximity cards?

A. The City intends to use preexisting proximity cards, which are Indala 27-bit.

19. The RFP states that the Hampton Inn will be using magnetic stripe key cards. Please confirm the type of key card that the hotel will use. In our experience, hotels are using proximity cards. This ensures that we are quoting for your needs and not making an assumption.

A. The hotel will use RFID cards

20. Are the booths being removed and/or replaced? if so, who will be responsible for this?

A. No.

21. In the Market Garage, who will supply the parking attendant booth(s)? The City of Roanoke or the Offeror?

A. The booth is in place at Market Garage and it will stay in place for the short term for sure.

22. Who will be responsible for removing and disposing of the old equipment? If the Offeror is responsible to remove the old equipment, will it be stored with the City of Roanoke or disposed of.

A. The City can dispose of the old equipment.

23. Will it be the responsibility of the system to automate the opening and closing of the roll grills after hours?

A. There are no roll grills at Market Garage.

24. Will all surface mounted conduit be buried within the island to prevent a trip hazard?

A. Surface mounted conduit will be acceptable provided it is flush and well-marked. Successful Offeror will be expected to use existing conduit as reasonably available to connect new equipment. Any modification to the existing conduit will be in the sole discretion of the City.

25. Page 11, Section 6 I/1 – Will the city provide a network connection at Market Street Parking booth or at another location at the deck back to the parking office? Or will VPN be acceptable?

A. The garage currently has LADA lines through Verizon. VPN connection will be acceptable, with proper security measures.

26. Will it be possible to install the new system during normal business hours, and if so, can vendor shut down both lanes during install?

A. No and No. Vendor will have to develop a plan of installation that assures that the garage remain operational.... A combination of evening, weekends, holiday, etc. would need to be presented for city approval.

27. Page 2, Section II/Please define "Allow guests to pay for parking at hotel".

A. Promote and allow a seamless parking experience for all patrons, including hotel. Hotel guests will be validated via RFID. Hotel guests will not pay as a normal daily patron would, unless their time allotment is overstayed.

28. Page 12, Section II, What front desk or portfolio management software will the hotel be using?

A. Saklok provides the key system. Hilton's standard OnQ system with RFID Saflock keys

29. Will the room key cards be mag stripe or RFID?

A. RFID

30. What model key encoder will be used at front desk?

A. The hotel is utilizing the SAFLOK Quantum Series locks and encoders.

31. Mag stripe cards can be low, medium or high cosivity? Which type will be hotel be using?.

A. The hotel is not utilizing mag strip cards but is using RFID encoded cards.

32. Will the hotel's PMS system be used to encode the keys directly?

A. Yes, the key card will be encoded to both guest rooms as well as the garage gate.

33. What should the "Full Sign" say exactly? "Garage Open" or "Garage Full"?

A. Yes, full or open. PARK Roanoke has additional signage to redirect parkers to the next closest garage.

34. Will VOIP/IP intercom system be acceptable or is a call box using a telephone line required?

A. As there should not be any radio interference, VOIP/IP will be acceptable. Though it will need to communicate with the gate should a "remote vend" be needed; i/e, a guest forgets their rooms key at check out and needs to exit the garage.

35. Will the intercom system need to have Remote Open feature? This would allow the person taking the call to open the gate remotely.

A. Yes, if you mean the person making the call not taking the call.

36. Will any type of master answering station be needed at parking office?

A. The City requests that any Offeror submitting a proposal include any equipment it believe necessary.

37. Will the Pay on Foot need an intercom?

A. No. We do not believe so. Placement of the pay-on-foot station may determine if an intercom is needed.

38. Will intercom system require a "call forwarding" feature, which would allow the intercom call to be forwarded to a phone number after a certain amount of time?

A. Yes, in all likelihood.

39. Page 15, Section II/8/e – Please define "tokens?"

A. "Validations" can be interchangeable with tokens in this instance.

40. Are existing Indala cards 26 or 27 bit?

A. 27 bit.

41. Page 16, Section II/14. Should pricing be provided for Remote Ticket Programmer? Where will the ticket programmer be installed?

A. Yes, programmer and location specific equipment should be housed at Market Garage – with the ability to program remotely (117 Church office or through the Internet).

42. How many concurrent users will be needed for the Facility Management System?

A. We do not envision more than three concurrent users at any given time but please provide pricing per user/per concurrent user as applicable.

43. Page 17 Section II/17 – Should price for Pay in Lane be provided?

A. Yes.

44. Page 18 Section II/18 – Please define "Respond". Does that mean respond by phone or respond on site, or both?

A. The type of response is based on the need. It is our hope that most trouble calls can be resolved via telephone or remote connection and that site visits are generally reserved for true emergencies and/or maintenance upkeep.

45. Page 18, Section III/1 – Could training be done off-site in Richmond?

A. No.

46. How many tickets should be provided?

A. 5,000 to start but will verify with vendor lead time on this new ticket order type.

47. Page 37 #6 – Will Errors and Omissions/Professional Liability, Crime/Fidelity, Environmental, and or Pollution or Builders Risk Insurance be required?

A. See contract. Insurance requirements will be determined based upon the final scope. Any exceptions to the required coverage should be identified in Offeror's proposal.

48. Would city be willing to extend the due date beyond June 25?

A. Please see Addendum No. 1.

49. P. 7 – Please verify the anticipated date for final installation.

A. No later than October 1, 2015

50. P. 12 – What PMS system does the hotel intend to use? In addition, will the hotel use mag stripe or proximity guest cards?

A. The hotel will be utilizing the Hilton standard OnQ system that will be integrated with the SAFLOK key system. This key system will have the RFID proximity cards.

51. P. 14 (8a) – Does the city intend to provide an internet connection to the parking booth? It is our understanding that credit cards are currently processed via a wireless solution.

A. Yes we could offer an internet connection. However, it is the City's expectation that in the event of lost internet connection, the equipment will work onsite and continue to retain data until internet connectivity can be reinstated, at which point in time data will be transmitted to the host server.

52. Please confirm that the hotel will want the ability to remote vend.

A. Yes.

53. Please provide the requested as-built drawings in CAD format, if possible.

A. This information may be found at

[http://www.roanokeva.gov/DeptApps/PurchasingBids.nsf/4e32059a94cec9ea85256fb2006ac38b/e37ffe7ea699fa5d85257e52007039de/\\$FILE/ATTR38IP.pdf/Q&A-RFP%2315-10-15.pdf](http://www.roanokeva.gov/DeptApps/PurchasingBids.nsf/4e32059a94cec9ea85256fb2006ac38b/e37ffe7ea699fa5d85257e52007039de/$FILE/ATTR38IP.pdf/Q&A-RFP%2315-10-15.pdf)

54. What is the form of communication between the head end and garages? For example is it digital lease, point to point DSL or and RS485 extension.

A. We use LADA lines.

55. Please verify the proposed location for the installation of the Pay on Foot station.

A. In close workable proximity to the entrance/exit to the Market Garage.

PARK Roanoke needs to ensure that placement is convenient to all drivers; our preference is to place this in close proximity to the other equipment at car entrance level to the deck in a clearly visible location.

56. Would the City like the option for a CCTV system included in the proposal?

A. Not at this time.